

RE: Employee's Name: George Dean, Code Compliance Officer

From: Nominator's Name: Sherrye Rhea, Neighborhood Coordinator and
James Knight, Code Compliance Officer

Nomination Performance Standards:

1. Service Excellence

George Dean not only takes great pride in providing timely responses to each and every citizens concern, complaint and inquiry he works with his fellow employees to help them work out a difficult situation. He will "ride out" with a co-worker to help them access the situation and come to a conclusion that is best for all parties.

There was a situation where a neighbor complained about another neighbor's untidiness of their yard. While the neighbor's yard was untidy, it was not out of compliance. George had been the officer for that area and knew the resident and his medical situation. He went with the current code officer to address the situation. George worked with the resident to understand that not everyone appreciated the items in his yard. The gentleman gladly fixed the issues and didn't feel like he was being pressured to comply.

2. Producing "A+" Results

George works to have an appropriate outcome for the concerned citizen as well as the alleged compliance violator. It is his goal to get the violation fixed and have peace in the neighborhood. To help him assist residents, he took advantage of the opportunity to be a part of the *"Play Like A Champion"* to get a better understanding of how the City of Germantown works.

3. Initiative

When a situation arises that calls for extreme caution George is calm and composed which helps to defuse the situation. He does not avoid a difficult citizen and he will go the extra mile to make sure the irate customer knows the ordinance and has a complete understanding of the situation.

As for his fellow workers, he organized a cook out for Hamburger Friday. He brought his grill from home and did all of the cooking. Other employees brought food and everyone that wanted to participate paid a couple of dollars to eat. Everyone enjoyed the fun lunch time and he is currently looking to have another Hamburger Friday.

4. Responsible

George treats everyone fairly in all situations while being honest and straight forward. His demeanor is constantly positive. He looks for ways to improve the code compliance department to make their job more efficient. He has streamlined the temporary sign inspection process.

5. Innovative

He has thought of productive and innovated ways of inspecting signs and inspection of the business areas which has helped the city with compliance of the business area. His innovative ideas for patrolling the business districts have lead to a more uniformity in the business owner's compliance. Now that Economic Development is of greater concern, George has played a larger part in the gathering information phase of the plan.

6. Teamwork

It is a real pleasure working with such a superior team member. He has such a dedicated professional caring attitude. He is the team member that gets the department together for cook outs and after work gatherings. If someone needs a ride in the morning they can count on him because he gets to work sometimes 45 minutes to one hour early every day. He opens up the building, makes coffee and has everything ready for his work mates.

Your consideration for this individual as a Spirit Award recipient is appreciated. Based upon George's work record alone, we would recommend him for this award, however his regard to dedication, enthusiasm and his concern for others are worthy of mentioning.

We are attaching a picture of George and one of the residents of Germantown. Sherrye was with George while he was out doing an inspection and this resident saw George. This is how much the residents love George!

